

Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application.

Cancel claim 1.

Amend claims 2, 4-7, and 11-13, as follows.

Add new claims 14-26.

Listing of Claims:

1 1. **(Canceled)**

1 2. **(Currently Amended)** The customer care center of ~~claim 1~~
2 claim 7 wherein:

3 the contact layer manages resources that are not shared by a
4 plurality of handlers.

1
2 3. **(Original)** The customer care center of claim 2 wherein:
3 each handler manages the unshared resources that are allocated
4 to that handler.

1 4. **(Currently Amended)** The customer care center of ~~claim 1~~
2 claim 7 wherein:
3 the communications layer comprises no media-specific equipment.

1 5. **(Currently Amended)** The customer care center of ~~claim 1~~
2 claim 7 wherein:
3 the communications layer software further directs handling of
4 events according to the accumulated reported events.

1 6. **(Currently Amended)** The customer care center of ~~claim 1~~
2 claim 7 wherein:
3 the communications layer software provides information on the
4 accumulated reported events to the business layer.

1 7. **(Currently Amended)** ~~The customer care center of claim 1~~
2 wherein A customer care center comprising:
3 a contact layer comprising equipment defining plurality of media-
4 specific handlers for managing contacts in a plurality of communications

5 media with customers of a business served by the customer care center,
6 each handler adapted to handle a specific one or more of the media, and
7 including connecting the contacts to resources for servicing, collecting and
8 reporting events including contact and resource status, handling the
9 events and assigning the resources according to directions received from
10 a communications layer;

11 the communications layer comprising a processor executing
12 software for managing communications each comprising one or more
13 contacts in one or more media in a media-independent manner according
14 to directions received from a business layer, including allocating resources
15 shared by a plurality of handlers and directing handling of events by the
16 contact layer by applying data from the contact and business layers to
17 decision-making logic derived from dialogs, wherein a dialog describes
18 behavior of the customer care center responsive to the events in a context
19 of at least one of present, historical, and predicted future conditions, and
20 conveying decisions of the decision-making logic to the contact layer,
21 tracking and accumulating events reported by the contact layer, and
22 providing event data to the business layer; and

23 the business layer comprising an interface for defining behavior of
24 the business layer and further comprising a processor executing behavior-
25 implementing software for managing business services by supplying
26 business information that defines the services to the communications
27 layer, including defining workflows of the services, each comprising one or
28 more communications, via the dialogs which are derived by the business
29 layer from business rules, which define schema of the decision-making
30 logic, and which use business data and data from the communications
31 layer to determine the communications and parameters of the
32 communications for the communications layer, wherein:

33 the business layer software manages business services by
34 managing transactions each comprising one or more communications and
35 that provide the business services, by defining the business rules and

36 applying them to the transactions to develop the dialogs which it supplies
37 to the communications layer;

38 the communications layer software translates the supplied dialogs
39 into translations that it uses to control the contact layer and translations
40 that it supplies to the contact layer; and

41 the handlers of the contact layer use the translations supplied
42 thereto to manage the contacts.

1 8. **(Original)** The customer care center of claim 7 wherein:

2 the business layer software supplies to the communications layer
3 definitions of reports requested by the business and forms the reports
4 from data collected by the communications layer; and

5 the communications layer software translates the definitions of the
6 reports into database schema that accommodate data that the
7 communications layer must collect for those reports.

1 9. **(Original)** The customer care center of claim 7 wherein:

2 the business rules include resource scheduling rules, resource
3 behavior rules, service target rules, and customer treatment rules.

1 10. **(Currently Amended)** The customer care center of claim 7
2 wherein:

3 the business layer software further has access to customer data
4 which it applies to the transactions to develop the dialogs.

1 11. **(Currently Amended)** The customer care center of ~~claim 4~~
2 claim 7 wherein:

3 the business layer software effects scheduling and adherence
4 tracking of resources by providing business information to the
5 communications layer and obtaining accumulated reported events from
6 the communications layer.

1 12. **(Currently Amended)** The customer care center of ~~claim 4~~
2 claim 7 wherein:

3 the business layer provides an interface for the business to the
4 customer care center for providing information to and obtaining
5 information from the customer care center.

1 13. **(Currently Amended)** A computer-readable medium
2 containing instructions which, when executed in a computer that is
3 connected to a contact layer of a customer care center comprising a
4 plurality of media-specific handlers for managing contacts in a plurality of
5 communications media with customers of a business served by the
6 customer care center, each handler adapted to handle a specific one or
7 more of the media, and including connecting the contacts to resources for
8 servicing, collecting and reporting events including contact and resource
9 status, and handling the events and assigning the resources ~~either~~
10 according to directions received from a communications layer, layer or in a
11 ~~default manner in an absence of the directions from the communication~~
12 ~~layer, which directions cause the computer;~~

13 to effect the functionality of the communications layer and the
14 ~~business layer of any one of the claims 1 and 4-12.~~ implement the
15 communications layer for managing communications each comprising one
16 or more contacts in one or more media in a media-independent manner
17 according to directions received from a business layer, including allocating
18 resources shared by a plurality of handlers and directing handling of
19 events by the contact layer by applying data from the contact and
20 business layers to decision-making logic derived from dialogs, wherein a
21 dialog describes behavior of the customer care center responsive to the
22 events in a context of at least one of present, historical, and predicted
23 future conditions, and conveying decisions of the decision-making logic to
24 the contact layer, tracking and accumulating events reported by the

25 contact layer, and providing event data to the business layer, and
26 to implement the business layer for managing business services by
27 supplying business information that defines the services to the
28 communications layer, including defining workflows of the services, each
29 comprising one or more communications, via the dialogs which are
30 derived by the business layer from business rules, which define schema of
31 the decision-making logic, and which use business data and data from the
32 communications layer to determine the communications and parameters
33 of the communications for the communications layer, and to implement an
34 interface for defining behavior of the business layer, wherein
35 the business layer software manages business services by
36 managing transactions each comprising one or more communications and
37 that provide the business services, by defining the business rules and
38 applying them to the transactions to develop the dialogs which it supplies
39 to the communications layer;
40 the communications layer software translates the supplied dialogs
41 into translations that it uses to control the contact layer and translations
42 that it supplies to the contact layer; and
43 the handlers of the contact layer use the translations supplied
44 thereto to manage the contacts.

45 14. (New) The medium of claim 13 wherein:
46 the contact layer manages resources that are not shared by a
47 plurality of handlers.

1 15. (New) The medium of claim 14 wherein:
2 each handler manages the unshared resources that are allocated
3 to that handler.

1 16. (New) The medium of claim 13 wherein:
2 the communications layer comprises no media-specific equipment.

1 17. **(New)** The medium of claim 13 wherein:
2 the communications layer further directs handling of events
3 according to the accumulated reported events.

1 18. **(New)** The medium of claim 13 wherein:
2 the communications layer provides information on the accumulated
3 reported events to the business layer.

1
2 19. **(New)** The medium of claim 13 wherein:
3 the business layer manages business services by managing
4 transactions each comprising one or more communications and that
5 provide the business services, by defining business rules and applying
6 them to the transactions to develop dialogs which it supplies to the
7 communications layer;
8 the communications layer translates the supplied dialogs into
9 translations that it uses to control the contact layer and translations that it
10 supplies to the contact layer; and
11 the handlers of the contact layer use the translations supplied
12 thereto to manage the contacts.

1 20. **(New)** The medium of claim 19 wherein:
2 the business layer supplies to the communications layer definitions
3 of reports requested by the business and forms the reports from data
4 collected by the communications layer; and
5 the communications layer translates the definitions of the reports
6 into database schema that accommodate data that the communications
7 layer must collect for those reports.

1 21. **(New)** The medium of claim 19 wherein:
2 the business rules include resource scheduling rules, resource

3 behavior rules, service target rules, and customer treatment rules.

1 22. **(New)** The medium of claim 19 wherein:

2 the business layer further has access to customer data which it
3 applies to the transactions to develop the dialogs.

1 23. **(New)** The medium of claim 13 wherein:

2 the business layer effects scheduling and adherence tracking of
3 resources by providing business information to the communications layer
4 and obtaining accumulated reported events from the communications
5 layer.

1 24. **(New)** The medium of claim 13 wherein:

2 the business layer provides an interface for the business to the
3 customer care center for providing information to and obtaining information
4 from the customer care center.

5
6 25. **(New)** The customer care center of claim 13 wherein:

7 the contact layer handlers manage the contacts in a default manner in
8 an absence of the directions from the communications layer; and
9 the communications layer manages the communications in a default
10 manner in an absence of the directions from the business layer.

11

12 25. **(New)** The medium of claim 7 wherein:

13 the contact layer handlers manage the contacts in a default manner in
14 an absence of the directions from the communications layer; and
15 the communications layer manages the communications in a default
16 manner in an absence of the directions from the business layer.